

# Enterprise Incident Report September 2012

As of 10/1/2012

**Governor's Office**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Governor's Office	Capitol Desktop Support	Chad Poll	5 4	0 0	5 4
		Michael Hussey	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	6 4	0 0	6 4
	Capitol Hosting	Mycah Mattox	1 0	1 0	2 0
		<b>Assigned to Individual Total</b>	1 0	1 0	2 0
	Help Desk	Brenda Treadway	2 2	0 0	2 2
		Julie VanBeekum	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	4 4	0 0	4 4
	Metro A Desktop Support	Robert Wall	7 3	0 0	7 3
		<b>Assigned to Individual Total</b>	7 3	0 0	7 3
	Metro A Help Desk	Ed Conrad	2 1	0 0	2 1

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			Low	Medium	FCR Total
Governor's Office	Metro A Help Desk	Liz Evans	3	0	3
			2	0	2
		<b>Assigned to Individual Total</b>	5 3	0 0	5 3
	Metro B Desktop Support	Bill Crowther	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Metro D Desktop Support	Michael Schmidt	2	0	2
			0	0	0
		<b>Assigned to Individual Total</b>	2 0	0 0	2 0
	Metro D Help Desk	Jed Patrick	1	0	1
			1	0	1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1
	Operations Production Control	Cal Brinton	1	0	1
			1	0	1
		Christie Burnham	1	0	1
			1	0	1
		Duane Hardy	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	3 2	0 0	3 2
	Voice Operations	James Gifford	1	0	1
			0	0	0
		Kelly Johnson	1	0	1
			0	0	0

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			Low	Medium	FCR Total
Governor's Office	Voice Operations	Assigned to Individual Total	20	00	20
	Assigned Group Total		3217	10	3317
Customer Company Total			3217	10	3317

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Governor's Office	Capitol Desktop Support	Chad Poll	5 0	0 0	5 0
		Michael Hussey	1 1	0 0	1 1
		Assigned to Individual Total	6 1	0 0	6 1
	Capitol Hosting	Mycah Mattox	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Julie VanBeekum	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Desktop Support	Robert Wall	7 0	0 0	7 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	2 0	0 0	2 0

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			Low	Medium	MIR Total
Governor's Office	Metro A Help Desk	Liz Evans	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro B Desktop Support	Bill Crowther	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Michael Schmidt	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro D Help Desk	Jed Patrick	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	1 0	0 0	1 0
		Christie Burnham	1 0	0 0	1 0
		Duane Hardy	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice Operations	James Gifford	1 0	0 0	1 0
		Kelly Johnson	1 0	0 0	1 0

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**Governor's Office**

			Low	Medium	MIR Total
Governor's Office	Voice Operations	Assigned to Individual Total	20	00	20
	Assigned Group Total		321	10	331
Customer Company Total			321	10	331

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**Governor's Office**

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Governor's Office	Capitol Desktop Support	Chad Poll	5 0.02	0 0.00	5 0.02
		Michael Hussey	1 3.99	0 0.00	1 3.99
		<b>Assigned to Individual Total</b>	6 0.68	0 0.00	6 0.68
	Capitol Hosting	Mycah Mattox	1 0.09	1 0.06	2 0.08
		<b>Assigned to Individual Total</b>	1 0.09	1 0.06	2 0.08
	Help Desk	Brenda Treadway	2 0.05	0 0.00	2 0.05
		Julie VanBeekum	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	4 0.02	0 0.00	4 0.02
	Metro A Desktop Support	Robert Wall	7 0.05	0 0.00	7 0.05
		<b>Assigned to Individual Total</b>	7 0.05	0 0.00	7 0.05
	Metro A Help Desk	Ed Conrad	2 0.00	0 0.00	2 0.00

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			Low	Medium	ATTIR Total
Governor's Office	Metro A Help Desk	Liz Evans	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	5 0.00	0 0.00	5 0.00
	Metro B Desktop Support	Bill Crowther	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro D Desktop Support	Michael Schmidt	2 0.27	0 0.00	2 0.27
		Assigned to Individual Total	2 0.27	0 0.00	2 0.27
	Metro D Help Desk	Jed Patrick	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	1 0.00	0 0.00	1 0.00
		Christie Burnham	1 0.00	0 0.00	1 0.00
		Duane Hardy	1 0.54	0 0.00	1 0.54
		Assigned to Individual Total	3 0.18	0 0.00	3 0.18
	Voice Operations	James Gifford	1 0.84	0 0.00	1 0.84
		Kelly Johnson	1 0.17	0 0.00	1 0.17



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**Governor's Office**

			Low	Medium	ATTIR Total
Governor's Office	Voice Operations	Assigned to Individual Total	2 0.51	0 0.00	2 0.51
	Assigned Group Total		32 0.21	1 0.06	33 0.21
Customer Company Total			32 0.21	1 0.06	33 0.21

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**Governor's Office**

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Governor's Office	Capitol Desktop Support	Chad Poll	5 0	0 0	5 0
		Michael Hussey	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	6 0	0 0	6 0
	Capitol Hosting	Mycah Mattox	1 0	1 0	2 0
		<b>Assigned to Individual Total</b>	1 0	1 0	2 0
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Julie VanBeekum	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	4 0	0 0	4 0
	Metro A Desktop Support	Robert Wall	7 0	0 0	7 0
		<b>Assigned to Individual Total</b>	7 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	2 0	0 0	2 0

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Governor's Office

			Low	Medium	MR Total
Governor's Office	Metro A Help Desk	Liz Evans	3 0	0 0	3 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro B Desktop Support	Bill Crowther	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Desktop Support	Michael Schmidt	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Metro D Help Desk	Jed Patrick	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	1 0	0 0	1 0
		Christie Burnham	1 0	0 0	1 0
		Duane Hardy	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice Operations	James Gifford	1 0	0 0	1 0
		Kelly Johnson	1 0	0 0	1 0

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**Governor's Office**

			Low	Medium	MR Total
Governor's Office	Voice Operations	Assigned to Individual Total	20	00	20
	Assigned Group Total		320	10	330
Customer Company Total			320	10	330

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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Governor's Office	Capitol Desktop Support	Chad Poll	5 0.39	0 0.00	5 0.39
		Michael Hussey	1 3.99	0 0.00	1 3.99
		<b>Assigned to Individual Total</b>	6 0.99	0 0.00	6 0.99
	Capitol Hosting	Mycah Mattox	1 0.93	1 0.44	2 0.68
		<b>Assigned to Individual Total</b>	1 0.93	1 0.44	2 0.68
	Help Desk	Brenda Treadway	2 0.05	0 0.00	2 0.05
		Julie VanBeekum	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	4 0.03	0 0.00	4 0.03
	Metro A Desktop Support	Robert Wall	7 0.42	0 0.00	7 0.42
		<b>Assigned to Individual Total</b>	7 0.42	0 0.00	7 0.42
	Metro A Help Desk	Ed Conrad	2 0.08	0 0.00	2 0.08

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			Low	Medium	ATTR Total
Governor's Office	Metro A Help Desk	Liz Evans	3 0.10	0 0.00	3 0.10
		<b>Assigned to Individual Total</b>	5 0.09	0 0.00	5 0.09
	Metro B Desktop Support	Bill Crowther	1 2.55	0 0.00	1 2.55
		<b>Assigned to Individual Total</b>	1 2.55	0 0.00	1 2.55
	Metro D Desktop Support	Michael Schmidt	2 0.33	0 0.00	2 0.33
		<b>Assigned to Individual Total</b>	2 0.33	0 0.00	2 0.33
	Metro D Help Desk	Jed Patrick	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	1 0.00	0 0.00	1 0.00
		Christie Burnham	1 0.00	0 0.00	1 0.00
		Duane Hardy	1 0.60	0 0.00	1 0.60
		<b>Assigned to Individual Total</b>	3 0.20	0 0.00	3 0.20
	Voice Operations	James Gifford	1 1.19	0 0.00	1 1.19
		Kelly Johnson	1 0.33	0 0.00	1 0.33

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			Low	Medium	ATTR Total
Governor's Office	Voice Operations	Assigned to Individual Total	2 0.76	0 0.00	2 0.76
	Assigned Group Total		32 0.51	1 0.44	33 0.50
Customer Company Total			32 0.51	1 0.44	33 0.50

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## Detail

<b>INC000000573184</b>	Cheralyn Anderson	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03
<b>INC000000573287</b>	Abby Fang	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000573407</b>	Thomas Wadsworth	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.09
<b>INC000000573643</b>	Catherine Dibona	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Kelly Johnson	Governor's Office	Low	Closed	TTR Missed: No	0.33
<b>INC000000573782</b>	Bruce Miya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000573981</b>	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000574726</b>	David Stoddard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000574806</b>	Patsy Buchi	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
<b>INC000000575301</b>	Nancy Grisel	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Brenda Treadway	Governor's Office	Low	Closed	TTR Missed: No	0.10
<b>INC000000575520</b>	Kevin Anderson	Mainframe	Password	None		TIR Missed: No	0.54
	Operations Production Control	Duane Hardy	Governor's Office	Low	Closed	TTR Missed: No	0.60
<b>INC000000576688</b>	Bruce Miya	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.03
<b>INC000000577115</b>	Catherine Dibona	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.09
<b>INC000000577249</b>	Catherine Dibona	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.18
<b>INC000000578466</b>	Jill Flygare	Application	Error	None		TIR Missed: No	0.06
	Capitol Hosting	Myciah Mattox	Governor's Office	Medium	Closed	TTR Missed: No	0.44
<b>INC000000578583</b>	Alair Emory	Network	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.30
<b>INC000000579049</b>	Bruce Miya	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	0.00



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<b>INC000000579544</b>	Bruce Miya	Application	Password	PGP		TIR Missed: No	0.17
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.28
<b>INC000000579583</b>	Jennifer Joy	Telecom	Call/Receive	Telephone		TIR Missed: No	0.84
	Voice Operations	James Gifford	Governor's Office	Low	Resolved	TTR Missed: No	1.19
<b>INC000000579591</b>	Dean Healey	Application	None	Controlled Substance Database		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Governor's Office	Low	Resolved	TTR Missed: No	
<b>INC000000579983</b>	Jill Flygare	Application	Reporting	Budget Preparation		TIR Missed: No	0.09
	Capitol Hosting	Mycah Mattox	Governor's Office	Low	Resolved	TTR Missed: No	0.93
<b>INC000000580043</b>	Ann J Carrillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000580648</b>	Alair Emory	Application	Password	PGP		TIR Missed: No	0.14
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	1.20
<b>INC000000581362</b>	Catherine Dibona	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Resolved	TTR Missed: No	0.13
<b>INC000000581693</b>	Daniel O'bannon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000582967</b>	James Heldt	PC/Laptop	Error	None		TIR Missed: No	0.22
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Resolved	TTR Missed: No	0.22
<b>INC000000583291</b>	Catherine Dibona	Application	Reporting	Novell GroupWise		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	1.08
<b>INC000000583542</b>	James Heldt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.32
	Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Resolved	TTR Missed: No	0.43
<b>INC000000583895</b>	James Heldt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000584079</b>	Kim Dent	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: Yes	3.99
	Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Resolved	TTR Missed: No	3.99
<b>INC000000584778</b>	Doug Tanner	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Resolved	TTR Missed: No	2.55
<b>INC000000585168</b>	Denise Brems	PC/Laptop	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Governor's Office	Low	Resolved	TTR Missed: No	0.00
<b>INC000000585229</b>	David williams	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.09
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	1.97
<b>INC000000585463</b>	Tenielle Young	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00